

## Employment Application (SAN FRANCISCO)

Acrobat Outsourcing is an equal opportunity employer dedicated to non-discrimination in all employment practices. Acrobat Outsourcing selects the best qualified individual for the job based on job-related qualifications regardless of race, age (40+), color, religion, gender, national origin, ancestry, marital status, sexual orientation, disability or any other status protected by applicable law.

### PLEASE PRINT

Full Name Erin Lankard Date: 7/1/2015  
 Home Telephone (805) 712 9910 Other Telephone ( )  
 Present Address 220 macdonald Ave Daly City 94014  
 Permanent Address, if different from present address: \_\_\_\_\_  
 Email Address clankard@gmail.com

### EMPLOYMENT DESIRED

Position applying for: Banista Bartender Server Salary desired: 15

Are you currently registered with any staffing and/or employment agencies? If so, please list

Solar Complete

Are you applying for: Full-time work? Yes\_\_\_ No\_\_\_ Part-time work? Yes ☒ No\_\_\_

Temporary work, e.g., summer or holiday work? Yes\_\_\_ No\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

How did you find out about our open position? (Please check fill in proper name of source):

Referral ☐ Name of Referral \_\_\_\_\_ Newspaper ☐ Job Fair ☐ Agency ☒ Company Website ☒

Other Web Posting ☐ Other Source ☐

Could you work overtime, if necessary? Yes ☒ No\_\_\_ If hired, on what date could you start working? ASAP

**Please keep in mind that schedules and shifts may vary depending on position and season. Additionally, the hours may vary from week to week, depending on the company needs. Please list only the times/days you're available to work below.**

SPECIFY HOURS AVAILABLE DAILY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
AM		open	full	further	notice		
PM							

Do you have any vacations or extended leaves planned in the next 12 months? If so, please list dates:  
August 7, 8, 9 oct 29 - Nov 2

### PERSONAL INFORMATION

Have you ever applied to or worked for Acrobat Outsourcing before? Yes\_\_\_ No ☒ If yes, when? \_\_\_\_\_

Do you have friends or relatives working for Acrobat Outsourcing? Yes\_\_\_ No ☒ If yes, please state name and relationship \_\_\_\_\_

If hired, would you have a reliable means of transportation to and from work? Yes ☒ No\_\_\_

If hired, can you present evidence of your legal right to live and work in this country? Yes ☒ No\_\_\_

State age if you are under 18 \_\_\_\_\_. If you are under 18, hire is subject to verification that you are of minimum legal age to work.

# Acrobat

outsourcing  
Your Hospitality Staffing Professionals

Are you able to perform the essential functions of the job for which you are applying? Yes\_\_\_ No\_\_\_

If no, describe the functions that cannot be performed. (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions.) \_\_\_\_\_

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

## EDUCATION & SKILLS

NAME OF SCHOOL	CITY & STATE	GRADE OR DEGREE COMPLETED	DID YOU GRADUATE?
Do you have any special licenses, certificates or special training? If so please list under "Special".		YES	NO
Are you computer literate? If so, list software knowledge under "Special."		YES	NO
Are you proficient with Point of Sales Systems? If, so please list which ones under "Special."		YES	NO
Do you have any other experience, training, qualifications or special skills, which you feel make you especially suited for work at Acrobat Outsourcing? If so, please list under "Special."		YES	NO
Special: _____			

## EMPLOYMENT HISTORY

List below all present and past employment starting with your most recent employer (last 10 years is sufficient). Account for unemployment periods of three months or more.

Are you currently employed? Yes\_\_\_ No\_\_\_ If so, may we contact your current employer? Yes\_\_\_ No\_\_\_

Name and Address of Employer \_\_\_\_\_

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay: Starting \_\_\_\_\_ Ending \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Name and Address of Employer \_\_\_\_\_

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay: Starting \_\_\_\_\_ Ending \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Name and Address of Employer \_\_\_\_\_

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay: Starting \_\_\_\_\_ Ending \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Name and Address of Employer \_\_\_\_\_

Type of Business \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_ Supervisor's Name \_\_\_\_\_

Your Position and Duties \_\_\_\_\_

Dates of Employment: From \_\_\_\_\_ To \_\_\_\_\_ Weekly Pay: Starting \_\_\_\_\_ Ending \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

Have you ever been fired from any previous place of employment? If so, please explain: \_\_\_\_\_

### **MILITARY SERVICE**

Have you obtained any special skills or abilities as the result of service in the military? Yes\_\_\_ No\_\_\_

If so, describe: \_\_\_\_\_

### **JOB RELATED REFERENCES**

List below three persons not related to you who have knowledge of your work performance within the last three years.

Name: \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_

Address \_\_\_\_\_

Occupation: \_\_\_\_\_ Relationship: \_\_\_\_\_ Number of Years Acquainted: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_

Address \_\_\_\_\_

Occupation: \_\_\_\_\_ Relationship: \_\_\_\_\_ Number of Years Acquainted: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone No. (\_\_\_\_) \_\_\_\_\_

Address \_\_\_\_\_

Occupation: \_\_\_\_\_ Relationship: \_\_\_\_\_ Number of Years Acquainted: \_\_\_\_\_

**Please Read Carefully, Initial Each Paragraph and Sign Below**

X I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material facts on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.

X I hereby authorize Acrobat Outsourcing to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

X I hereby authorize Acrobat Outsourcing and its authorized representatives to solicit information regarding my background, which may include but not be limited to, information about my employment, education, and/or criminal history, which may be in the files of any federal, state, or local criminal justice and law enforcement agency and general public records history.

X I understand that if selected for hire, it will be necessary for me to provide satisfactory evidence of my identity and legal authority to work in the United States, and that federal immigration laws require me to complete an I-9 form in this regard within three days of my hire date.

X Acrobat Outsourcing is an at-will employer. I understand that nothing contained in the application, or conveyed during any interview, which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, with or without cause, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.

I hereby acknowledge that I have read and understand the above statements.

**Applicant's Signature**

*Emi Zarkov*

**Date**

7/ / 2015

# Interview Note Sheet

## Applicant Information

Name: Erin Lankard

Interviewer: Tuquan H

Date: 7/21/15

Rate of Pay: 13.00

Position(s) Applied for: Butler, Bartender, Server (Duff Server)

Referred by:

## Test Scores

Server	31/35	89%	Bartender	31/35	89%
Prep Cook	/15	%	Barista	8/10	80%
Grill Cook	/40	%	Cashier	/10	%
Dishwasher	/10	%	Housekeeping	/16	%

## Seeking:

Full-Time

Part-Time

## Relevant Experience & Summary of Strengths

Caterings in St. Louis Total of \_\_\_\_\_ in Food Service/Hospitality

Events Bartender Barista

Server - Golf Resort  
- Basic Drinks

Luna Red - Had \*Bloody Mary  
\* Fine dining (craft) \*full-Bar  
\* tapas \* 2 Selections  
\* wine tapas OK wine

Fast-paced - A little barback  
2-3 years - Kessler  
- Trained Supervisor - Pixel (P6)

Luna Red  
Pushing, holding

P.O.S. Experience: Y / N details: \_\_\_\_\_

pay option:  
DD

## Transportation

Car

Public Transit

Carpool (Rider / Driver)

## Regions Available to work:

SF City

SF North

SF Peninsula

East Bay

Outer East Bay

San Jose

South San Jose

SF Peninsula

## Certifications (if any)

TIPS

Serv-Safe

LEAD

Other \_\_\_\_\_

Will Submit

## Availability

Open

AM only

PM only

Weekdays only

Weekends only

Details: Monday - Sunday

## Uniforms Owned:

Bistro

Black Bistro

Tuxedo

1/2 Tuxedo

Black Vest

Long Black Tie

Chef Coat

Chef Pants

Knives

Black Pants

Non-Slip Shoes

Bow Tie

Other: \_\_\_\_\_

Would you recommend this applicant for Acrobat Academy? Yes

Convention Candidate?

Other Languages Spoken:



**Multiple Choice (11 points)**

- b 1) Carbonation \_\_\_\_\_ the rate of intoxication.  
a) Slows down  
b) Speeds up  
c) Does nothing to
- d 2) Where does Bourbon Whiskey get its name from?  
a) The distillation process  
b) The County in Kentucky where it became popular  
c) The white oak barrels it is stored in  
d) The unique fermentation process whiskey goes through
- c 3) What is a Greyhound?  
a) Lemonade and Gin  
b) Cranberry Juice and Vodka  
c) Grapefruit Juice and Vodka  
d) Orange Juice and Gin
- a 4) Customers get a new, dry napkin with every drink served.  
a) True  
b) False
- b 5) What are the six most commonly used spirits?  
a) Sweet and Sour, Triple Sec, Grenadine, Midori, Lime Juice and Cranberry Juice  
b) Vodka, Whiskey, Gin, Bourbon, Rum and Tequila  
c) Chardonnay, Cabernet Sauvignon, Champagne, Merlot, Sauvignon Blanc, Zinfandel  
d) Kahlua, Vodka, Frangelico, Gin, Tequila, Spiced Rum
- b 6) What are the ingredients in a Margarita?  
a) Rum, Cola and Lime Wedge  
b) Tequila, triple sec, Sweet & Sour, Lime Juice  
c) Tequila, Orange Juice and Grenadine  
d) Rum, Sweet & Sour and Orange Juice
- b 7) You can accept an expired ID as long as all other information is correct.  
a) True  
b) False
- b 8) If someone has had too much to drink, serving them coffee will help sober them up.  
a) True  
b) False
- d 9) What are the acceptable forms of ID for Alcohol Consumption?  
a) State or Government Issued ID Card or Drivers License  
b) Passport or Passport ID Card  
c) School ID or Birth Certificate  
d) A & B  
e) A, B & C
- b 10) If there is no shaker tin available to scoop ice for a drink, it is okay to use a glass.  
a) True *cold break by heat to ice glass expansion*  
b) False
- c 11) What are the ingredients in a Long Island?  
a) Vodka, Gin, Tequila, Triple Sec, Sweet and Sour, Cranberry Juice  
b) Vodka, Gin, Strawberry Puree, Sweet and Sour  
c) Vodka, Gin, Triple Sec, Rum, Sweet and Sour, splash of Coca Cola  
d) Gin, and splash of Dry vermouth

**Vocabulary (9 points)**

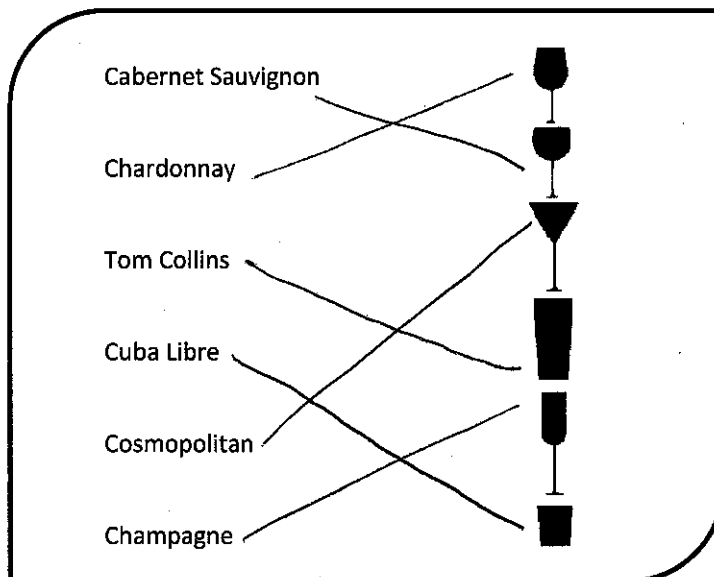
Match the word to its definition

- ☒ "Straight Up"
- ☒ Shaker Tin
- ☒ Neat
- ☒ Muddler
- ☒ Strainer
- ☒ Jigger
- ☒ Bar Mat
- ☒ "Screaming"
- ☒ "Back"

- ☒ a.) Used to crush fruits and herbs for craft cocktail making
- ☒ b.) Used with the Shaker Tin to prevent solid material from entering a cocktail
- ☒ c.) To serve chilled liquor in a chilled stemmed cocktail glass with no ice
- ☒ d.) To pour ½ oz of vodka on top
- ☒ e.) Used to measure the alcohol and mixer for a drink
- ☒ f.) Used to mix cocktails along with a pint glass and ice
- ☒ g.) Used on the bar top to gather spills
- ☒ h.) Requesting a separate glass of another drink
- ☒ i.) Means to serve spirit room temperature in a rocks glass with no ice

**Glassware (6 points)**

Match the correct glass to the drink



**Answer and Question (9 points)**

Provide examples of 3 brand names top shelf spirits (3 points): Knob Creek, Avion, Belvedere

What does "topless" mean when ordering a drink? No over pour No screaming

What is simple syrup? cane sugar based syrup to sweeten drinks

Is it against the law to pour liquor from one bottle into another? What is this called? (2 points)

Yes, cross contamination...

What should you do if you break a glass in the ice? dump ice

When is it OK to have an alcoholic beverage while working? never



- 1 1) After brewing a pot or kettle of coffee how long is the coffee good for until you need to re-brew?  
a) 20 minutes  
b) 30 minutes  
c) 60 minutes  
*Depends how busy as well*
- b 2) What are the basic ingredients of a Latte?  
a) Milk, Espresso, Whipped Cream  
b) Espresso, Milk, Foam  
c) Water, Espresso, and Foam
- C 3) When making cup of tea for a customer, how long should you tell the customer to let the tea bags steep?  
a) 2 minutes  
b) 4 minutes  
c) 5 minutes  
*loose tea 7 min \* larger leaf, longer brew  
earl grey 5 min*
- a 4) When steaming milk for a beverage, what temperature should you steam the milk to?  
a) 150-170 degrees  
b) 190-200 degrees  
c) 120-130 degrees  
*remain below 165°  
150-155°  
over 165° milk loses sweetness, may be scald*
- C 5) Once an Espresso Shot has been pulled from an Espresso machine, how long do you have to mix the shot with other liquid before the shot goes bad?  
a) 8 seconds  
b) 20 seconds  
c) 10 seconds
- C 6) What do you do if a customer says their latte does not taste like there is espresso in it?  
a) Tell them you made the drink according to the recipe so it should be fine  
b) Apologize to the customer, then add another shot of espresso to their drink and encourage the customer to return  
c) Apologize to the customer and remake their drink according to standards  
d) Walk away and have another barista remake their drink
- b 7) You can re-steam milk \_\_\_\_\_.  
a) Only Once  
b) Never  
c) Sometimes  
d) Always
- a 8) What are the four fundamentals of brewing coffee?  
a) Grind, Freshness, Presentation, Aroma  
b) Proportion, Grind, Water, Freshness  
c) Ingredients, Grind, Taste, Aroma
- C + d 9) A customer requests a non-dairy coffee beverage and you are out of soy, what actions do you take?  
a) Make their drink with regular milk and hope they do not notice  
b) Apologize and ask the customer to come back tomorrow  
c) Apologize and inform the customer we are out of soy, and offer a beverage alternative  
d) Inform your manager we are out of soy
- b 10) Decaffeinated coffee is 100% caffeine free?  
a) True  
b) False



**Multiple Choice**

- a 1) Food is served on what side with what hand?  
a) On the left side with the left hand  
b) On the left side with the right hand  
c) On the right side with the left hand  
d) On the right side with the right hand
- d 2) Drinks are served on what side with what hand?  
a) On the left side with the left hand  
b) On the left side with the right hand  
c) On the right side with the left hand  
d) On the right side with the right hand
- a 3) Food and drinks are removed on what side with what hand?  
\*a) On the left side with the left hand  
b) On the left side with the right hand  
c) On the right side with the left hand  
d) On the right side with the right hand
- a 4) What part of a glass should you handle at all times?  
a) The stem  
b) The widest part of the glass  
c) The top
- d 5) When you are setting a dining room how should you set up your tablecloths?  
a) Neatly and evenly across the tables  
b) The creases should all be going in the same directions  
c) The chairs should be centered and gently touching the table cloth  
d) All of the above
- b 6) If you bring the wrong entrée to a guest what should you do?  
a) Go back into the kitchen and patiently wait in line behind the rest of the servers until it's your turn  
b) Inform the guests that you will bring the correct entrée once everyone else in the dining room is served  
c) Try to convince the guests to eat what you brought them  
d) Go back into the kitchen to the front of the line and inform the expeditor that you need a different entrée

**Match the Correct Vocabulary**

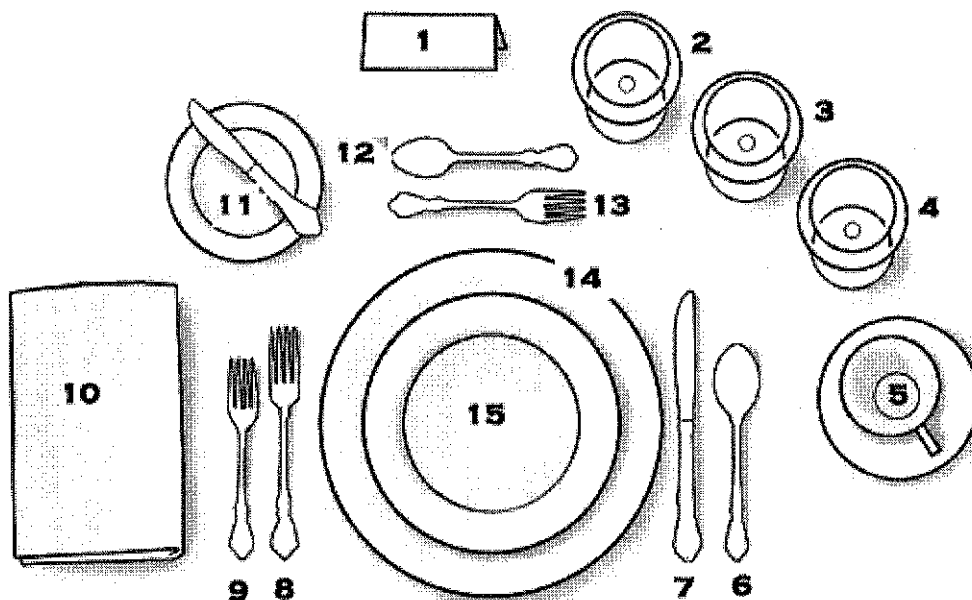
- |                          |   |
|--------------------------|---|
| <u>D</u> Scullery        | <u>A</u> Metal buffet device used to keep food warm by heating it over warmed water   |
| <u>E</u> Queen Mary      | <u>B</u> Style of service where food is prepared or served individually at the dinner table to fit the customer's specific taste (i.e. providing dressing and pepper for salad or handing out bread to each patron) |
| <u>A</u> Chaffing Dish   | <u>C</u> Used to hold a large tray on the dining floor  |
| <u>B</u> French Passing  | <u>D</u> Area for dirty dishware and glasses  |
| <u>G</u> Russian Service | <u>E</u> Large metal shelving unit for prepared food to be held or for dirty trays to be stored   |
| <u>F</u> Corkscrew       | <u>F</u> Used to open bottles of wine   |
| <u>C</u> Tray Jack       | <u>G</u> Style of dining in which the courses come out one at a time  |

Name \_\_\_\_\_

12

## Servers Test

Score / 35



### Match the Number to the Correct Vocabulary

- |           |                       |           |                              |
|-----------|-----------------------|-----------|------------------------------|
| <u>10</u> | Napkin                | <u>8</u>  | Dinner Fork                  |
| <u>11</u> | Bread Plate and Knife | <u>5</u>  | Tea or Coffee Cup and Saucer |
| <u>1</u>  | Name Place Card       | <u>7</u>  | Dinner Knife                 |
| <u>12</u> | Teaspoon              | <u>2</u>  | Wine Glass (Red)             |
| <u>13</u> | Dessert Fork          | <u>9</u>  | Salad Fork                   |
| <u>6</u>  | Soup Spoon            | <u>14</u> | Service Plate                |
| <u>15</u> | Salad Plate           | <u>3</u>  | Wine Glass (White)           |
| <u>4</u>  | Water Glass           |           |                              |

### Fill in the Blank

- The utensils are placed 2 inch (es) from the edge of the table.
- Coffee and Tea service should be accompanied by what extras? sugar/creamers
- Synchronized service is when: Dishes / Drinks coming out at same time for guests
- What is generally indicated on the name placard other than the name? seating
- The Protein on a plate is typically served at what hour on the clock? 20
- If a guest asks for a specialty dinner (i.e. Gluten-Free or Vegetarian) you should do what immediately?  
Direct them to GF or V options on menu  
make a note at the table & seat #'s who  
are GF & V



This certificate is awarded to  
**ERIN LANKARD**

Congratulations! You have completed

**ServSafe® California**  
Food Handler Assessment



**ANSI ACCREDITED PROGRAM  
CERTIFICATE ISSUER  
#0655**

**National Restaurant Association**  
175 W. Jackson Blvd, Ste. 1500  
Chicago, IL 60604-2814  
800.765.2122 in Chicago area 312.715.1010  
Restaurant.org | ServSafe.com

Certificate Number 1255994

Date 11/07/2013

Expiration Date 11/07/2016

**Note:** This certificate may not receive reciprocity outside the state of California, or in the counties of Riverside, San Bernardino, and San Diego.



